



Training Opportunity

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| Course Title: | Customer Service |
| Date(s)/Time: | 23 March 2004 8am to 3pm |
| Location: | Ft. Benning, Building 6, Classroom 225 |
| Tuition: | \$150 |
| Vendor: | Pinnacle Training Solution |
| Course Manager: | Marsha Samples 356-842-6543/DSN 788-6543 marsha.samples@us.army.mil |
| Cancellation Policy | Cancellations are permitted until the registration deadline of 9 March 2004; however, they must be coordinated with the Course Manager. Organizations will be charged for cancellations received after this date |

Who Should Attend:

Open to all Federal Employees

Course Description:

The following topics will be covered:

- Your Vital Role in Customer Service
- How to Diffuse Distracted and Disappointed People
- The Critical Art of Listening
- Communicate Like a Pro
- Build a Foundation for Public Goodwill
- Winning Telephone Techniques

Registration Information:

Registration Deadline: 9 March 2004

Follow your organization's procedures for securing approval to attend this program. To obtain space in this program, submit a completed payment authorization sheet available [here](#) to the course manager by the registration deadline.

Additional Information:

Individuals requiring special accommodations should notify the course manager at the time of registration.